

**Salt Lake County Library Board of Directors Meeting
Kearns**

June 22, 2020

Approved August 24, 2020

Attending:

In person - Kristin Covili, chair; Nancy Thorne, vice chair; Chelsea Lindbeck

By phone – Cindy Mecklenburg, Hollie Pettersson

Excused: James Jackson III, Frenchell Hampton, Sandra Osborne

Others in person or by phone: Holly Yocom, Jim Cooper, Pamela Park, Sara Neal, Christa Warren, Leslie Webster, Susanne Jones, Matt McLain, Trish Hull, Melanie Mitchell, Skip Condie, Robin Chalhoub, Carol Ormond

Kristin Covili opened the meeting at 12:40 p.m.

Jim Cooper asked to begin the meeting with a moment of silence for Sandra (Osborne) Ang and her children

Approval of meeting minutes was postponed until a quorum was present.

NEW BUSINESS

Library's Response to Racial Injustice & Current Events – *Jim Cooper, Library Director & Christa Warren, Senior Manager of Collections*

Jim Cooper reported we have received comments about the library's reopening and restoring services. Most have been positive. For those with complaints Jim responds with the resources we have been providing. We have met the demand the public has been seeking. We aren't yet ready to open our facilities but we are making plans. Jim remains cautious and optimistic. During the closure our online services have been a resounding success.

It is our responsibility and opportunity to provide materials, resources, and programs to address diversity issues. We are working to increase the diversity and sensitivity of staff. We support Mayor Wilson's work in this area. We are working to have a better relationship with our policing. Fifteen years ago we brought in a community engagement officer to connect with teenagers at Kearns. We will redouble our efforts to connect with communities, kids and others. Jim looks forward to working with the mayor and Sheriff Rivera.

Reopening Plans & Discussion – *Jim Cooper, Library Director & Jennifer Fay, Associate Director of Public Services*

Action item – Policy direction may be required regarding reopening plans

We are rolling out a phased reopening. Since May 26 we have been doing curbside delivery by appointment for holds pickup. We will implement an inside holds pickup by appointment with a target date of July 13. This is a complicated process because of the

volume of materials involved and because it is high-touch. The safety of our employees is our highest priority. A number are high risk. We will install Plexiglas barriers and provide them with PPEs.

After inside holds pickup is in place for a period of time, the next phase will be to schedule computer use and help from librarians by appointment and perhaps allow browsing.

Studies of library materials show that the coronavirus lives less than 72 hours on the closed pages of a book. We will continue to follow the recommended CDC practice of quarantining books for 72 hours.

Allowing people to pick up materials by inside appointment will mitigate staff being outside in the heat while continuing to provide some curbside service.

Questions that we need to consider are:

- What hours do we allow people in buildings?
- How long?
- Should the public be required to wear face coverings? (Staff will be wearing face coverings and we would like the public to wear them as well.)

The board could set policy for masks and for different hours for picking up holds.

During the next phase it may be appropriate to limit the amount of time people can be in the building.

The maximum number of people who can be in the building will vary by location. We have been looking at allowing 2 people per thousand square feet.

We will need flexibility in managing protocols.

Melanie Mitchell, our district attorney, advised that the board can give direction today. Passing a policy will need something in writing. As long as rules are reasonably based, we can move for the direction, but not for passing a policy. If we have a quorum we can give direction to move forward today.

If we adopt a policy to require face masks we will ask people to bring their own. We will make masks available to people who don't bring one.

We are deciding how we will clean behind patrons. Whatever we do will require adjustments and we will iterate quickly.

Jennifer Fay said we are limiting service hours to 11 a.m. - 7 p.m. Monday through Thursday, and 11:00 a.m. – 5 p.m. Friday and Saturday. This is to accommodate the amount of work that needs to be done for curbside service, shelving, sanitizing, etc. We also suggest a closed appointment period of 10 to 15 minutes periodically to wipe surfaces down.

Board members crafted written wording and were able to introduce a motion.

Nancy Thorne made a motion to require masks in all libraries, and that the hours to the public be 11 a.m. - 7 p.m. Monday through Thursday, and 11:00 a.m. – 5 p.m. Friday and Saturday. All other directions for opening of libraries at this time we will defer to the administration to follow best practices while conditions are still fluid.

Chelsea Lindbeck seconded the motion. The motion passed unanimously.

Chelsea Lindbeck – aye
Nancy Thorne – aye
Cindy Mecklenburg – aye
Hollie Pettersson – aye
Kristin Covili – aye

This information will be posted on our web site and on social media.

Curbside Service – *Christa Warren, Senior Manager of Collections & Carol Ormond, Office Manager*

While we have been closed to the public we have worked hard to get the buildings in shape for reopening and we have completed an inventory of our complete collection. We have been putting processes in place for safely getting materials to and from our customers.

Christa Warren reported on resources we have added to promote diversity and fight racism. Titles have been or will be added for a limited time as cost-per-checkout (CPC) which means they can check out quickly and be in more people's hands. They include:

- *White Fragility*
- *How to be Antiracist*
- *So You Want to Talk About Race*
- *How to Be Less Stupid About Race*

Books on this topic have had over 7300 checkouts. We've added 135 copies and over 200 subject titles on the topic of race to our collection.

Carol Ormond reported on the curbside pickup service that started on May 26. As of June 18 there were 29,989 curbside appointments, 33,174 unique patron checkouts, and 119,195 items picked up.

Library @ Your Door, *Stephanie Anderson, Library Program Manager*

Matt McLain reported for Stephanie Anderson who was unable to make the meeting.

We suspended Library@Your Door (LAYD), which serves 150 individuals, while we were closed.

We would like to revise our current LAYD policy and procedures:

- People can get up to 10 items or more. We are encouraging people to return multiple items at a time rather than one at a time.
- Every person using the service has had a staff person they have been working with. We will continue to offer this as an option but if they don't need this service, it will be less staff intensive.

We would like to add a \$5 bag replacement fee to the policy. Bags can cost \$5 - \$30 depending on the size. We want to put more responsibility on our patrons if they lose it. We won't charge them for normal wear and tear. Covering part of our costs will allow us to serve more people.

Jenny Milligan at Holladay Library is our primary person for LAYD.

Melanie asked if the \$5 fee is in the Fines and Fees policy. If we know what the policy is and can articulate that, we can adopt the policy today.

Jim Cooper said that the policy change we are requesting is a \$5 fee be assessed for any Library at Your Door bag that isn't returned or is damaged other than through normal wear and tear.

Leslie Webster said that we don't list all of our fees in our policy. We list types of fees and this would fall under our lost parts fee. Normally our fees get approved through council. Each year we take in a list of fees or fee types, so this is really new item to charge a fee for but it's part of the types of fees that are already listed and we wouldn't add a separate line item for this. It should fall into the language that is already there and will be approved by the council as part of our budget.

Jim suggested that we bring the policy wording back to the next board meeting.

Chelsea Lindbeck said that she wouldn't necessarily consider a bag as a lost or damaged item in the way she does when she checks out books.

Leslie said that the Marketing Department would provide wording for patrons when they check out items through LAYD that would make this clear as part of their agreement.

We will bring the policy back.

Policy Update Approvals – *Leslie Webster, Associate Director Finance & Operations*

Leslie Webster reviewed proposed policy changes that will clarify things for our staff and make wording consistent between multiple policies. She reviewed the main changes in each policy.

Borrowing Privileges

- Those with temporary cards are restricted from checking out realia items. (Realia=non-traditional items, not books, CDs)

Fines & Fees

- The maximum fine for realia is \$15, not to exceed the cost of the item.
- We will no longer charge \$1 for scan/fax.
- Collection fees for accounts that have gone to the collection company can't be waived.
- Special waivers can't be used toward non-resident fees.

Library Account

- Specifies types of id that can be used to get a library card
- Removed fee for guest passes for internet access
- Amount of time temporary cards may expire, one, three, six or twelve months

Chelsea Lindbeck made a motion to approve policy changes as proposed.
Nancy Thorne seconded the motion. The motion passed unanimously.

Chelsea Lindbeck – aye
Nancy Thorne – aye
Cindy Mecklenburg – aye
Hollie Pettersson – aye
Kristin Covili – aye

Approve Minutes from the May 18 board meeting.

Nancy Thorne made a motion to approve the minutes from the May 18 board meeting.
Chelsea Lindbeck seconded the motion. The motion passed unanimously.

Chelsea Lindbeck – aye
Nancy Thorne – aye
Cindy Mecklenburg – aye
Hollie Pettersson – aye
Kristin Covili – aye

Budget Process Update – *Jim Cooper, Library Director & members of the Leadership Team*

Two weeks ago the Leadership Team shared its 2021 vision, goals and priorities with the General Management team. Tomorrow managers will share what they are considering for their branch budgets.

Budget timelines:

- June - Managers work on branch budget requests.
- End of July – Leadership Team reviews requests and makes approvals.
- August – The Leadership Team finalizes the budget and submits it to the Community Services Department for approval or denial.
- September - We will have discussions with the Mayor's Office for their approval or denial.
- November – Council reviews all budgets for the County
- December - Final approval

We have been asked to make budget cuts based on revenue losses of \$411,000 due to losses from waiving late fees, lost Viridian rentals, items we sell, and the book sale. All operating costs will increase as Kearns, Granite and Daybreak come on line.

Summer Reading – *Matt McLain, Associate Director of Community Engagement*

This year's Summer Reading was adapted to be completely online and virtual in response to the Covid pandemic.

- We held a virtual kickoff on June 1 with 19 staff-created events. Two-hundred-forty-three people watched these events live and another 584 viewed the storytime and craft/activity videos of the events. You can continue to see these events on our website.
- Reading records were downloadable.
- Bingo program – Get BINGO and you are eligible for a prize drawing, blackout and you get a 2nd prize book
- When people are allowed in the library finishers can select their free books.
- BOGO prizes were provided by the Natural History Museum of Utah, the Grizzlies, Tracy Aviary & Botanical Garden, and Salt Lake County Parks and Recreation.
- More than 15,000 people have viewed our Summer Reading pages.
- To date, 121 people have completed their reading records.

In May 3,400 people participated in a stay-at home challenge.

We have done Facebook storytimes since April.

O.W.L. Camp is entirely online this year and starts today.

- Staff have created a series of videos.
- There are special sessions for kids in WebEx.
- The planetarium, the Natural History Museum of Utah, Red Butte Garden, Tracy Aviary have partnered with us.
- There are sessions on potions and wizarding.
- Red Butte Garden created a video of a broom ride over Red Butte Garden.

Matt thanked the team for all the effort they put into this year's O.W.L. camp.

OLD BUSINESS

Building Updates – *Jim Cooper, Library Director*

Kearns – We are ready to bring in millwork, the shelving is coming, and the mural artists will be starting to paint. The next two months there will be considerable changes. We did a walk-through and are finishing up the punch list.

Granite and Daybreak are a month behind schedule. Granite has soil issues and we have had to over-excavate and bring in soils.

STAFF REPORTS

Jim held off on giving staff reports.

OTHER

- Jim has done a podcast with Mayor Wilson.
- Jim introduced Trish Hull who is the manager of the Kearns Library.

The meeting adjourned for a tour of the building.